



State of Illinois
Illinois Commerce Commission
Customer Credits for Telecommunications Carriers
Code Part 732.30
Quarterly Filing

Illinois Bell Telephone Company
for quarter ending September 30, 2007

Out of Service More Than 24 Hours	July	September	September	Totals
A. Total dollar amount of all customer credits paid	\$7,798.03	\$19,347.75	\$11,588.91	\$38,734.69
B. Number of credits issued for repairs - 24 - 48 hours	1,985	3,329	2,237	7,551
C. Number of credits issued for repairs - 48 - 72 hours	237	774	330	1,341
D. Number of credits issued for repairs - 72 - 96 hours	42	199	84	325
E. Number of credits issued for repairs - 96 - 120 hours	30	69	46	145
F. Number of credits issued for repairs > 120 hours	46	73	91	210
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	10,665	44,818	13,787	10,665
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Failure to Install Basic Local Exchange Service	July	September	September	Totals
A. Total dollar amount of all customer credits paid	\$47,269.32	\$48,863.77	\$93,903.85	\$190,037.00
B. Number of installations after 5 business days	614	1,431	3,672	5,717
C. Number of installations after 10 business days	19	22	11	52
D. Number of installations after 11 business days	69	67	53	189
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	3,338	6,733	7,075	17,146
F. Number of customers receiving alternate phone service rather than receiving a credit	2	1	0	3

Missed Appointments	July	September	September	Totals
A. Total dollar amount of all customer credits paid	\$65,000.00	\$86,100.00	\$55,350.00	\$206,450.00
B. Number of customers receiving credits	1,295	1,717	1,100	4,112
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

Comments